

ABSTRACT

Context-based user behavior data is collected from a search mechanism. This data includes, for a given query, user feedback (implicit and explicit) on the query and context information on the query. A predictive pattern is applied to the context-based user behavior data in order to produce predicted user satisfaction data. Data mining techniques may be used to create and improve one or more predictive patterns. Predicted user satisfaction data can be used to monitor or improve search mechanism performance, via a display reporting the performance or identification of any queries with a shared characteristic and sub-par user satisfaction. A dynamically-improving search mechanism uses the predicted user satisfaction data to improve the performance of the search mechanism.